



**ASQ**

AMERICAN SOCIETY  
FOR QUALITY™

# Chicago

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## General Meeting Main Session **Leveraging Diversity for Organizational Excellence**

This presentation is designed for presidents, vice presidents, general managers, division heads, directors, diversity council leaders, human resources managers, and others in significant roles that are charged with leading and managing a diverse organization. Business leaders who are ready to learn from best-in-class diversity management practices to achieve organizational excellence will benefit from this presentation.

At this presentation you will:

- Learn the benefits of leveraging diversity for organizational excellence
- Learn about sources of diversity
- Learn major concepts to achieve organizational excellence
- Learn the roadmap of diversity management for organizational excellence
- Learn how best-in-class organizations manage their diversity initiatives.

**About Our Speaker:** Dr. Manu Vora is Chairman and President of Business Excellence, Inc. a global quality management consulting services firm. He has over 30 years of leadership experience guiding Fortune 500 companies (AT&T Bell Laboratories and Lucent Technologies) with Malcolm Baldrige assessments in the areas of leadership development, customer satisfaction, employee engagement and process improvement. As an Adjunct Professor, he teaches “Quality Management” at Stuart School of Business at IIT in Chicago. He is a past Chair of Chicago Section, past Vice President of ASQ, ASQ Fellow and CQE. Manu has B.S., M.S. & Ph.D. in chemical engineering and holds an MBA with marketing management. He is a sought after speaker on business excellence topics and gave a keynote address on this topic in Daley Plaza on May 31, 2007 at the Asian American Heritage Month Program organized by the Office of the Clerk of the Circuit Court of Cook County in Chicago.

Dr. Vora served as a Chief Judge at Illinois Team Excellence Award Program from 1993-1999. He is serving as a Judge for the International Asia Pacific Quality Award Program since 2004. Dr. Vora has been recognized with numerous awards from ASQ including ASQ Grant Medal, ASQ Lancaster Medal, Testimonial Awards, and ASQ Chicago Section’s Joe Lisy & Founder’s Award. He has published a chapter on **“Managing Human Capital”** in the book *“Six Sigma for Transactions and Service”* by McGraw-Hill in 2005. Dr. Vora served on the Affirmative Action Advisory Committee of Switching Systems Business Unit at AT&T Bell Laboratories for number of years in Naperville, Illinois.



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**General Meeting—February 13, 2008 at Wellington, Arlington Heights**

## Upcoming Events

### **Biomedical Focus 2008 Conference and Exposition: Opportunities-Challenges-Solutions**

Earl Brown Center,  
Brooklyn Center, Minnesota,  
March 17-18.

The ASQ Biomedical Group is sponsoring a comprehensive conference. Conference Tracks include: Regulatory, ISO Certification, Quality System Regulation, Orthopedics, and QSR Workshops. See <http://www.mnasq.org/main.html> for further information. Questions can be forwarded to Jim McLynn, [Jmrel2@aol.com](mailto:Jmrel2@aol.com).



### **ASQ Fox Valley Section 1208 is proud to present an exciting evening of uncommon and interesting information.**

Fox Valley Section's monthly dinner meeting will highlight nationally-recognized speaker Roger Moerman, on the topic of Suspect and Counterfeit Items. S/CI is a growing problem, costing companies, federal agencies, and consumers millions of dollars a year and putting lives at risk. Roger will show us what the problem is, what it means to us, and what we, as professionals, can do to help control it. During the presentation, we will be introduced to the growing number of counterfeit items through hands-on training with actual hardware parts and materials. We will be asked to identify what we believe may be the problem with the item and why the item is a potential S/CI.

**About the Speaker:** Roger Moerman is Vice President for Technical Services Associates in Kennewick, WA. He has been involved in the Suspect & Counterfeit Detection Program since 1992. Roger is a member of ASQ, the Government & Industry Data Exchange Program (GIDEP), and the Certified Fraud Examiners Association (CFE). He has 16 years management experience in quality, engineering and training, including

working for Westinghouse, United Nuclear Corporation, and Management and Operating (M&O) contractors to the Department of Energy. He also has 7 years of field engineering and management experience in mining equipment manufacturing and 15 years in fraud and suspect/counterfeit detection program services.

**When and Where:** February 12, Courtyard Banquets (3S200 Rte. 59) in Warrenville, IL. Registration and networking starts at 5:30 PM. Pre-dinner presentation at 6:00 PM. The main, post-dinner talk is scheduled to end by 9:00 PM. The meeting itself is free and a full buffet dinner will be available between Mr. Moerman's presentations for \$25. See <http://www.asq-foxvalley.org/Meetings/Meetings.asp> for more information and to make reservations. For additional info, e-mail Craig at [cheinze@flash.net](mailto:cheinze@flash.net).

Everyone is encouraged to attend. Arrive early and take advantage of this opportunity to network with others in the quality and supply chain professions!



### *American Society for Quality Food, Drug and Cosmetic Division presents Meeting the Compliance Challenge*

The Midwest FDC Conference **Managing the Compliance Challenge** with issues in pharmaceutical and devices, is scheduled for Wednesday, February 20, 2008 at the Wojcik Conference Center in Palatine. This program is brought to you in cooperation with the Chicago District Office of the US Food and Drug Administration.

When: Wednesday, February 20, 2008

Where: Wojcik Conference Center at Harper College, Palatine, Illinois

Time: 8:00 am – 4:00 pm

Join us for presentations by USFDA representatives and Industry experts. The program agenda and registration for the conference will be available in January 2008. Please check the FDC website [www.asq.org/fdc](http://www.asq.org/fdc) for details and information about other activities.

## February's General Meeting Advance Session

### Driving Supplier Excellence Through Effective Auditing

Too often supplier audits are merely used to check off another system requirement. This prevents meaningful dialogue between customer and supplier. Just as registration audits have become useful tools in strengthening our internal management systems, effective supplier audits can become a useful tool in strengthening our suppliers' systems. This workshop will explore tools and techniques for effective supplier audits.

#### About Our Speaker:

Dan Brown has been a quality professional for over twenty (20) years in a variety of industries, including

the chemicals, pharmaceuticals, medical device, nuclear, sales incentives and machinery rebuilding and repair industries. He has held a variety of positions, from Laboratory Technician to Operations Manager. Dan holds a



Bachelor of Science in biology from Aurora University and his certificate in Quality Management in Manufacturing from DePaul University. Dan has been a member of the American Society for Quality since 1987 and has been an ASQ Certified Quality Auditor since 1989.

## Section News

### Chicago Section March General Meeting:

**Our March meeting will be a plant tour of Caterpillar in Aurora. This will be an afternoon event, and registration is needed before February 15, so plan now! Watch your email or check out the Chicago Section website, [www.asqchicago.org](http://www.asqchicago.org).**



### High School Scholarship

This year's scholarship is now closed to applications, but it's never too early to start thinking about next year.

The winner for the 2008 academic year will be announced in April. Further information about how to apply for next year's scholarship are on the Chicago Sec-

#### Newsletter Advertising

If you are interested in placing an ad in the newsletter, contact Norm Peplow (630) 968-0267 or e-mail [newsletter@asqchicago.org](mailto:newsletter@asqchicago.org) for specifications and due dates. Ads must be submitted for approval prior to being included in the newsletter.

Current advertising rates are:

Quarter page: \$100

Half page: \$200

Full page: \$400

*"Quality in a product or service is not what the supplier puts in. It is what the customer gets out and is willing to pay for. A product is not quality because it is hard to make and costs a lot of money, as manufacturers typically believe. This is incompetence. Customers pay only for what is of use to them and gives them value. Nothing else constitutes quality."* Peter Drucker (1909-2005)

*"It is quality rather than quantity that matters."* Seneca (5 BC – 65 AD)

## Training Institute Spring 2008 Schedule

### **Mechanical Metrology...Course #008**

Saturdays, 9:00AM-Noon, March 15-May 17 –Triton College—River Grove

This ten-week course teaches the principles of Measurement and Gaging stressing the importance of proper equipment selection. Topics include: Scaled and Transfer Instruments, Surface Plate, Gage Blocks, Micrometer and Vernier Instruments, Indicators, Optical Comparator, Pneumatic Electronic Instruments, Angle Measurements and Non-Destructive Testing Techniques.

Continuing Education Units 3.0 Recognition: Chicago Section Certificate By Examination

Fees: ASQ Members \$340, Non-Members \$465

### **Advanced Statistical Process Control / Six Sigma: Green Belt Training...Course #004**

Saturdays, 9:00AM-Noon, March 15-May 17 – Triton College, River Grove

This ten-week course is designed to direct the student in excelling in the skills to become a Certified Six Sigma Black Belt. This course is highly recommended for those preparing for the Certified Quality Engineer examination. Topics include: Confidence and Tolerance Interval Estimation, Hypothesis Testing, Single Factor ANOVA, Two Factor ANOVA, Regression and Correlation, Non-Parametric Methods. Continuing Education Units 3.0 Recognition: Chicago Section Certificate By Examination

Fees: ASQ Members \$510, Non-Members \$635

### **Design of Experiments III...Course #034**

Saturdays, 9:00AM-Noon, March 15-May 17 – Triton College, River Grove

Process optimization will culminate with DOE III., through the use of Response Surface Methods. Using a popular Design of Experiments software package, DOE III will provide the means to create robust processes. Topics include: Taguchi L9 and L18 orthogonal arrays; Path of Steepest Ascent, and Central Composite Designs.

Continuing Education Units 3.0 Recognition: Chicago Section Certificate By Examination

Fees: ASQ Members \$510, Non-Members \$635

### **Quality Cost Management...Course #014**

Saturdays, 9:00am-Noon, March 15-May 17 —Triton College, River Grove

This ten-week course is designed to provide professionals with the tools necessary to establish and implement a Quality Cost System. Topics include: Financial and Cost Accounting, The Categories of Quality Cost, Budgets and Variances, Analyzing Fixed and Variable Costs, Root Cause Analysis, and Reducing Quality Costs.

Continuing Education Units 3.0 Recognition: Chicago Section Certificate By Examination

Fees: ASQ Members \$410, Non-Members \$535

### **Quality Auditing: Principles...Course #025**

Saturdays, 9:00am-Noon, March 15-May 17 —Triton College, River Grove

This ten-week course is designed for those professionals seeking Certification in Quality Auditing and for those who perform internal quality audits. Topics include: Establishing Audit Standards, Four Phases of an Audit (Preparation, Performance, Reporting and Closure), Ethics and Protocol, Audit Types (First, Second and Third Party Audits), Evaluation of the Audit, Scheduling and Staffing, The Role of Quality System Documentation. Continuing Education Units 3.0 Recognition: Chicago Section Certificate

By Examination Fees: ASQ Members \$420, Non-Members \$545

### **Lean & Kaizen...Course #048**

Saturdays, 9:00am-Noon, March 15-May 17 —Triton College, River Grove

This ten-week course introduces the principles and practices of Lean and Kaizen to Quality and Operations professionals. What are Lean and Kaizen? Why their popularity now? How do we start our Lean journey? Topics such as Cycle Time Reduction, Elimination of Wastes, Improvement of Quality, Delivery and Throughput as well as Reduction in Costs using Lean techniques in a Kaizen mode will be presented. ††† Topics Include: † The Eight Wastes of Lean, The different Building Blocks of Lean, Selection of Lean Projects, Change Management and Kaizen Teams, Kaizen Tools & Techniques, Standardization after Kaizen Projects and Incremental/Breakthrough Improvements. Continuing Education Units 3.0 Recognition: Chicago Section Certificate By Examination

Fees: ASQ Members \$420, Non-Members \$545

### **Certified Quality Engineer Exam Review...Course#015**

Saturdays, 9:00AM-Noon, March 15-May 17 – Triton College, River Grove

This ten-week course provides a review of the key topics forming the Body of Knowledge of the ASQ Certified Quality Engineer Examination as well as a review of the examination process. Topics include: Test Preparation, Quality Auditing, Inspection, Metrology, Statistics and Probability, Control Charts, Acceptance Sampling, Reliability, Experimental Design, Quality Planning, Qual-

## Training Institute Spring 2008 Schedule

ity Management, Quality Costs and Motivation. Continuing Education Units 3.0  
Certificate of Completion Fees: ASQ Members \$420, Non-Members \$545

Recognition: Chicago Section

### **Certified Six Sigma Green Belt Exam Review...Course #069**

Saturdays, 9:00AM-Noon, March 15 – May 17 – Triton College, River Grove

This ten-week course provides a review of the topics forming the Body of Knowledge of ASQ Six Sigma Green Belt Certification as well as a review of the examination process. Topics include: Organizational goals, Lean principles, Process and Project Management basics, Process Analysis, Improvement and Control Techniques. Continuing Education Units 3.0 Recognition: Chicago Section Certificate of Completion Fees: ASQ Members \$420, Non-Members \$545

For information: (800) 422-2478 or email [tiregistration@asqchicago.org](mailto:tiregistration@asqchicago.org). Payment must be received with Application. Remember to include your ASQ Member Number to receive the Member rate. Since enrollment is limited, Advance Registration is advised. Subject to classroom space, on-site registration will be accepted the first session of each class only. Please note that no confirmation will be sent. You will be notified if a class is full or will not be held.

Name (last, First, Middle)	ASQ Membership #	Employer
Home Address	Home Telephone No.	Business Address
City, State, Zip	Business Telephone No.	City, State, Zip
Course Number & Title _____ Cost _____ Fax No. _____ PLEASE CHARGE MY: <input type="checkbox"/> AmerExpress <input type="checkbox"/> Visa <input type="checkbox"/> MasterCard		
Class Day: <input type="checkbox"/> Monday <input type="checkbox"/> Saturday # _____ Exp. Date _____		
<b>***Early Registration Credit of \$25.00 for: Applications received by 5pm on Wednesday for Saturday classes and 5pm on Thursday for Monday Classes.</b>		
Class Term <input type="checkbox"/> Fall <input type="checkbox"/> Winter <input type="checkbox"/> Spring		SIGNATURE: _____

## Training Institute Spring Seminars

### **1-Day, 2-Day, and 4-Day Workshops**

All Spring 2008 Workshops will be held from 8:00am to 5:00pm at: The Management Association of Illinois, 1400 Opus Place, Downers Grove, Illinois. For information and to sign up for the workshops, contact **Anna Weiss, (773) 237-0592 or email [tiregistration@asqchicago.org](mailto:tiregistration@asqchicago.org) or [annaweiss1@netscape.net](mailto:annaweiss1@netscape.net).**

#### **ISO/TS 16949 Automotive Quality System Standards**

Continuing Education Units 0.8 Course # 059 Fee \$250 Wednesday, April 2, 2008

#### **Lean Manufacturing**

Continuing Education Units 0.8 Course #061 Fee \$250 Thursday, April 3, 2008

#### **Statistical Process Control**

Continuing Education Units 1.6 Course #021 Fee \$475 Thursday-Friday, April 3-4, 2008

#### **Certified Quality Auditing Exam Review**

Continuing Education Units 1.6 Course #712 Fee \$475 Thursday-Friday, May 1-2, 2008

#### **Making Metrics Meaningful**

Continuing Education Units 0.8 Course #029 Fee \$250 Friday, May 2, 2008

#### **Certified Quality Engineer Exam Review**

Continuing Education Units 3.2 Course #015 Fee \$950 Monday-Thursday, May 5-8, 2008

## Lincoln Award Update

Does your organization want to improve? Of course it does! And as a quality professional, one of your jobs is to help facilitate this improvement.

One of the best ways to achieve long-term, sustained excellence is to use the Baldrige Criteria for Performance Excellence as a framework for your improvement journey. And the best resource to help you do this is the Lincoln Award process.

Business, education, health care, and government organizations alike can benefit from using the Criteria for Performance Excellence. Hundreds of Illinois organizations have found the criteria to be a significant tool for improving performance on the critical factors that drive their overall success.

The Criteria provides a valuable framework for assessing and measuring performance on a composite of key

indicators of organizational performance: financial, operational, and customer satisfaction.

Even if becoming an award recipient is not your immediate objective, submitting an application still offers valuable benefits. The feedback report that every applicant receives contains both strengths and opportunities for improvement – important input that can help your organization improve.

The feedback report is a confidential written assessment of an organization's strengths and opportunities for improvement based on its Lincoln Award for Performance Excellence application. It is compiled by a team of leading experts from all sectors – within and outside of an applicant's industry.

For more information on how your organization can benefit from The Lincoln Foundation, visit the website at [www.lincolnavard.org](http://www.lincolnavard.org) or call 630-637-1595 x3.

## Lean Enterprise Division

Do you want to learn more about Lean? Did you know that the Lean Enterprise Division, as one of the newest and fastest growing divisions of ASQ, is now the third largest?

As a quality professional, you should be continually expanding your knowledge and skills to help your organization be successful. We know many members of the Chicago Section are interested in learning more about Lean because you've told us so. So where can you get more information?

You can find the Lean Enterprise Division web site at [www.asq.org/le](http://www.asq.org/le). In addition to a host of great information and links to other resources, you can find copies of

the Division's newsletters, a calendar of Lean related events and a link to the Lean Discussion Board.



If you are not yet a member of the Division, check it out. And if you go to the Six-Sigma/Lean Conference in February or the ASQ World Conference in May, you'll have an opportunity to hear some great presentations on Lean. In the exhibit area, don't forget to stop by the Division's booth and talk to the members there about your interest.

Lean is another set of tools and skills in your quality toolbox. It may be just the thing you need for success.





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## Chicago Section General Meeting Schedule — 2007-2008

Date	Facility / Location	Program Topics — Advance / Main Sessions
Sep. 12	Maggiano's Oak Brook	<ul style="list-style-type: none"> <li>Perspectives in Quality</li> </ul>
Oct. 10	Oak Meadows Addison	<ul style="list-style-type: none"> <li>The Lincoln Award: An Organizational Framework That Drives Excellence</li> </ul>
Nov. 14	Manzo's Banquets Des Plaines	<ul style="list-style-type: none"> <li>Recognition and Service Awards</li> <li>The Softer Side of Quality and the ASQ Team Award</li> </ul>
Jan 9	Hillside Expo Center (Holiday Inn Hillside)	<ul style="list-style-type: none"> <li>Innovation &amp; Quality: Student Innovator Award Winners</li> <li>Consistency &amp; Creativity: Adding Innovation to Quality Mgt.</li> </ul>
<b>Feb 13</b>	<b>Wellington Arlington Heights</b>	<ul style="list-style-type: none"> <li><b>Driving Supplier Excellence Through Auditing</b></li> <li><b>Leveraging Diversity for Organizational Excellence *</b></li> </ul>
Mar. 12	Caterpillar Aurora	<ul style="list-style-type: none"> <li>Caterpillar Plant Tour <b>**NOTE: Afternoon Event</b></li> </ul>
Apr. 9	William Tell Countryside	<ul style="list-style-type: none"> <li>Balanced Scorecard</li> <li>Use Analytic Hierarchy Process for Project Selection</li> </ul>
Jun. 11	TBD	<ul style="list-style-type: none"> <li>Joe Lisy Award &amp; Dinner</li> </ul>

Meetings are held on the 2nd Wednesday of the month.

\* Note: Change in Topic for Feb. 13